FAQ
Online Renewal Help

How do I renew my license online?
- Click on *Renew your license* button on the Board of Nursing's home page at www.nursingboard.state.mn.us
- Click on Renew your license link to log in: if you are not an existing user, you will need to register as a new user by clicking on *New Users Register Here!* and follow the steps to set up a user account as a Licensee)
- Click on "*Renew License – RN*" or "*Renew License – LPN*" and follow the prompts
- Use a Visa, Discover or MasterCard credit card or a check card with a Visa or MasterCard logo
- You can not renew online if you wish to defer continuing education hours, you have current disciplinary action, or you need to report a name change. Call the Board to request a renewal application form be mailed to you.

What if I forgot my online password? Click *Forgot Your Password* on the Log-in page and follow the prompts to have your password emailed to you. If your email address has changed or if the password is not sent to your email contact the Board.

What happens when my password is reset? Your previous password and email address information is cleared out of the system. Resetting your password allows you to go into the system as a new user and create a new password. You may also enter a new email address at this time. After your password is reset you must wait at least 30 minutes before trying to log into the system.

How do I know my online renewal is successful? When you complete the payment steps, a confirmation number will be displayed that looks something like this: MNONUR000000001. A confirmation number assures your renewal was completed. Print a copy of the confirmation number for your records. Within a few minutes, your new expiration date will be updated in our records. You can go to the Online Verification page on our website to confirm your new expiration date.

I get the message "Login Failed!" Click "*Forgot Your Password*?" on the Log In page to have your password emailed to you.

The "Forgot Your Password" service doesn't work or I didn't receive my password. What should I do? Contact the Board.

When I try to set up an account as a Licensee, I get the message "The credentials you have entered are not a valid Licensee." Enter your license number with a capital R for RN or L or LPN in the first box. Enter the year of your birth as a four-digit number (such as "1970" instead of "70"). If you are sure the information you entered is correct, contact the Board to verify our record is correct.

When I log in, I do not see a link to the renewal application. You may have logged in as an Applicant. In order to renew online, you need to set up an account as a Licensee. On the Log In page, click "*New Users Register Here!*" to set up a profile as a Licensee.

I get a message that says "System Error" and/or "Error in /mbn/portal/application runtime error". It is possible**:**
- You have been logged in for more than 30 minutes. Click the Back button on your browser, then click "*Logoff*" next to your name in the upper-left corner of the screen (just below the Minnesota Board of Nursing logo).
- You are using an older version of Internet Explorer. Internet Explorer 6.0 or above is required to access our online services.
- Your security settings are too high for our online services to run properly. Set your security settings to "Medium" or add our website to your trusted sites list (https://www.hlb.state.mn.us) by opening Internet Explorer, selecting "Tools" then "Internet Options".

When I enter my credit card information on the USBank payment site, I am unable to enter all 16 digits of my credit card number. Do not use spaces or dashes when entering the credit card number.

When I enter my telephone number on the USBank payment site, I get the message "Phone number must be 10 digits". Do not use a "1" when entering your telephone number.

When I enter my state in the billing address or contact information on the USBank payment site, I get a message that says "Invalid State". You are using an older version of Internet Explorer. Internet Explorer 6.0 or above is required to access US Bank's online payment services.

After I submit my payment, I see a message in red that begins: "Your credit card cannot be authorized…" You may have incorrectly entered your credit card number, your credit card expiration date, or your 3-digit code on the signature strip of your credit card. Click "Make Changes" to reenter your credit card and billing information. If you have entered your information correctly you will need to contact your credit card issuer for more information about the transaction as the Board is not provided with the specific reason the transaction cannot be authorized.

Contact the Board during regular business hours: 8:00 am to 4:30 pm, Central Standard Time, Monday through Friday.
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Email: nursing.board@state.mn.us Website: www.nursingboard.state.mn.us TTY: (800)627-3529
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